

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Medical Respite Coordinator
PROGRAM: BFS Medical Respite
STATUS: Full-time /Exempt
SUPERVISED BY: BFS Medical Respite Program Manager
UPDATED: 09/29/2022

JOB SUMMARY: BFS Medical Respite is a medical respite program, located on site at Brother Francis Shelter. Its operation encompasses services 24 hours a day, seven days a week, serving up to 10 patient-guests. The Respite Coordinator focuses on working with clients to become medically stable. This position provides case management and care coordination, health education, interdisciplinary collaboration, coordination, and consultation, and administrative duties.

The Respite Coordinator develops custom plans as needed to support the transition of clients to the community, preventing housing instability, and transferring care to community-based services and providers.

QUALIFICATIONS:

Competencies:

Knowledge of social service resource systems and self-help intervention strategies.
Knowledge and skills in handling substance abuse and mental health issues.
Knowledge of public benefits and financial resources available in the community.
Ability to successfully develop relationships utilizing motivational interviewing techniques.
Crisis intervention and conflict resolution skills including use of motivational interviewing, harm reduction approach, and trauma-informed care.
Knowledge of family budgeting and money management.
Thoroughness and accuracy with data collection, entry and quality control in a web-based database.
Patience/tolerance and tact/diplomacy.
Knowledge of family budgeting and money management.
Clear/firm-yet-flexible boundaries, consistent energy level and positive demeanor.
Thoroughness and accuracy with data collection, entry and quality control in a web-based database.
Professionalism: high level of integrity and strong ethical values show capacity to maintain highest standards of confidentiality with all records, including organizational and individual information.
Strong oral/written communication and listening skills.
Self-motivated and accountable for work time and other agency resources.
Quality control: demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to improve performance.
Well organized: able to effectively manage multiple assignments to meet project deadlines.
Familiar with health care systems, medical terminology and diagnosis

Education / Experience: Bachelor's degree in social services, psychology, or any relevant human services field. Two years of experience working with the homeless, and knowledge of current professional standards of case management and care coordination.

Skills: Committed to collaboration and shared decision-making is a key part of leadership style. Desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program. Must have excellent written and oral communication skills; time management skills; ability to write clear accurate

case management notes; ability to type on the computer; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications.

RESPONSIBILITIES:

Case Management and Care Coordination

- Conduct assessment of client's current level of self-sufficiency.
- Obtain and prepare required client information for data entry into countywide Homeless Management Information System (HMIS) database.
- Assist client with developing a service plan, to include goals and objectives, based on needs identified in self-sufficiency assessment, while facilitating choices, autonomy, self-determination of the patient-guests.
- Provide crisis intervention services focused on enhancing the clients' ability to independently problem solve, use effective coping skills, and manage and self-coordinate own care.
- Meet weekly (at a minimum) with clients to provide supportive case management services addressing barriers as needed to help clients obtain and maintain housing.
- Provide intentional case management supports that move the client from a high intensive level of service to a more independent level of service as appropriate
- Use evidence-based practices in service delivery such as Motivational Interviewing, Trauma Informed Care, Critical Time Intervention and Harm Reduction
- Focus on connecting to community resources and building skills by coordinating service provision among different providers as needed.
- Conduct ongoing risk assessments and provide appropriate interventions and/or referrals as needed.
- Coordinate service provision among different providers as needed.
- Know tenants' rights, housing subsidy process and rules, reasonable accommodations, fair housing, eviction process
- Work with community landlords.
- Complete progress notes on every contact with client or collateral contact by the next business day.
- Complete monthly statistics on case management services, provide the statistical data to the program manager
- Advocate for participants in housing referrals, specialized counseling, employment, medical and mental health services, transportation and any other needed services.
- Maintain current knowledge of and professional working with community resource and service providers.
- Other duties as assigned.

Physical Requirements: Ability to climb stairs and to lift a minimum of 20 lbs.

- **Training Requirements:** Attend agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens. Attend all staff meeting and in service training as required. Must possess a valid AK driver's license and must have own insured vehicle. Must be flexible to work varying hours and days of the week.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature_____

Date_____

Supervisor Signature_____

Date_____